

# **SURVEY OF VETERANS' SATISFACTION WITH THE VA VOCATIONAL REHABILITATION AND EMPLOYMENT PROGRAM: REHABILITATION PHASE**

**2000 Summary Report**

**National and Service Delivery Network (SDN)  
Results and Performance Trends**



**Surveys and Research Staff  
Data Management Office  
Veterans Benefits Administration  
March 2001**

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# *Acknowledgements*

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# *Executive Summary*

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- Nationally, 85.3 percent of all surveyed veterans were very or somewhat satisfied with the rehabilitation process. This *did not differ significantly* from the previous year's performance of 86.1 percent.

- The following item was identified as an area of importance to satisfaction with rehabilitation on which VA is performing well (more than 75 percent of veterans indicated satisfaction):

**Respondent is very or somewhat satisfied with rehabilitation goal**

- The following items were identified as areas of importance to satisfaction with rehabilitation on which VA could be performing better (less than 75 percent of veterans indicated satisfaction):

**Counselor gives good information and advice**

**Counselor has provided assistance according to respondent's individual needs**

**Counselor is responsive to needs**

- These four areas were identified as having the greatest influence on whether or not a veteran will be satisfied with the rehabilitation process. VA should focus on improving and/or maintaining customer satisfaction in these areas in order to ensure veteran satisfaction with rehabilitation:

**Respondent very or somewhat satisfied with rehabilitation goal selected**

**Counselor gives good information and advice**

**Respondent felt it was very or somewhat easy to obtain information from the VR&E program**

**Counselor fully addressed all questions, concerns or complaints**

# *Executive Summary*

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- VR&E's **performance did not increase significantly** on any customer service items relating to the rehabilitation process between 1999 and 2000.
- VR&E's **performance decreased** on these customer service items relating to the rehabilitation process between 1999 and 2000. A summary of 1999 and 2000 national performance on each of the items follows below

Question	1999	2000
Percent who strongly agreed or agreed that counselor is available when needed	62.9	60.7
Percent who received all or most of what they needed to know through their primary method of contact with counselor	72.4	69.7

# *Introduction and Methodology*

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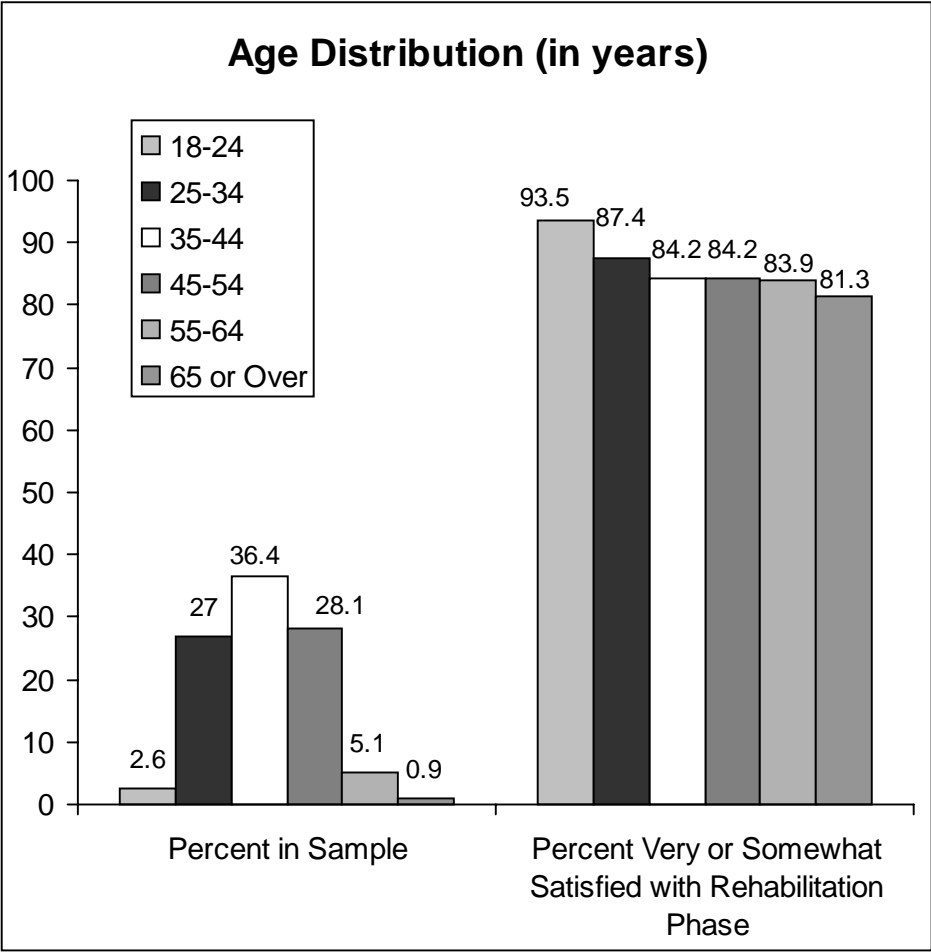
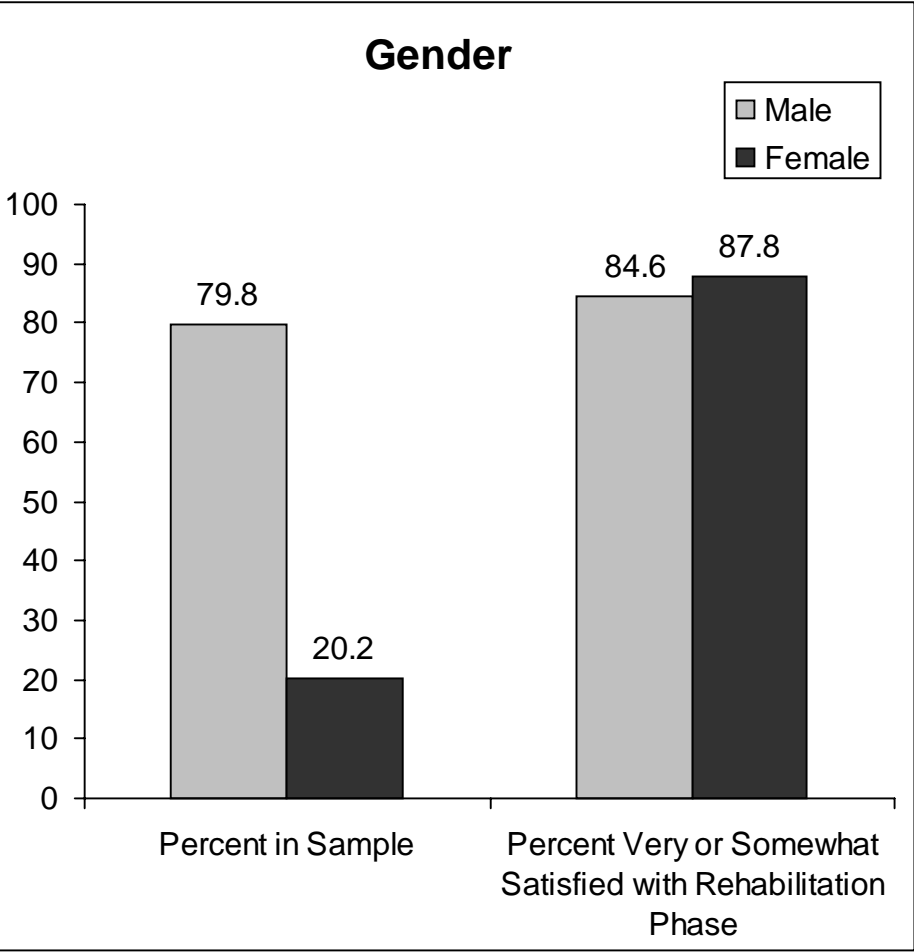
This document presents the results of the 2000 *Survey of Veterans' Satisfaction With the VA Vocational Rehabilitation and Employment Program, Rehabilitation Phase* for the nation and for each of the nine SDNs on selected survey questions. Data are given for both 2000 and for 1999, when the first full survey administration was conducted; and results were significance-tested at the national and SDN levels for performance differences between the two years.

The data in this report were collected from October to December of 2000 using mailed questionnaires. The sample consisted of 6,410 persons, out of a total population of 36,392 persons who were in the rehabilitation phase for longer than four months or who had just completed the rehabilitation phase in the previous four months. This included those who interrupted or discontinued the program at any time between the period the sample was drawn and data collection was complete. The sample was drawn proportionate to the number of cases within each Regional Office (RO), but was not designed to yield data for any one RO, only for the nine SDNs, which comprise the national total. A total of 3,774 respondents completed the Rehabilitation Phase questionnaire for a response rate of 59.6 percent.

The questionnaire was designed by VBA and is based on information gathered from focus groups with veterans and front-line VR&E employees. It was then tested for clarity and relevance in cognitive interviews with veterans, and then pretested in the field from June to August 1999. Using the information from the pretest reports, the VBA Surveys and Research Staff and Caliber Associates modified the questionnaire. The final Rehabilitation questionnaire is included in this report in Appendix B.

It should be noted that the quantitative data shown in this report represent valid measurements of various elements of customer satisfaction and, as such, are more reliable than qualitative sources of information such as comment cards or focus groups. Survey results provide data used to monitor VBA's performance against customer service standards, drive regional office improvement in customer service, and provide the customers' views of organizational performance as required by GPRA. The data also provide much-needed customer measures for populating VBA's "balanced scorecard", evaluating VBA's ongoing business process reengineering (BPR), case management, Reader Focused Writing (RFW), and related initiatives.

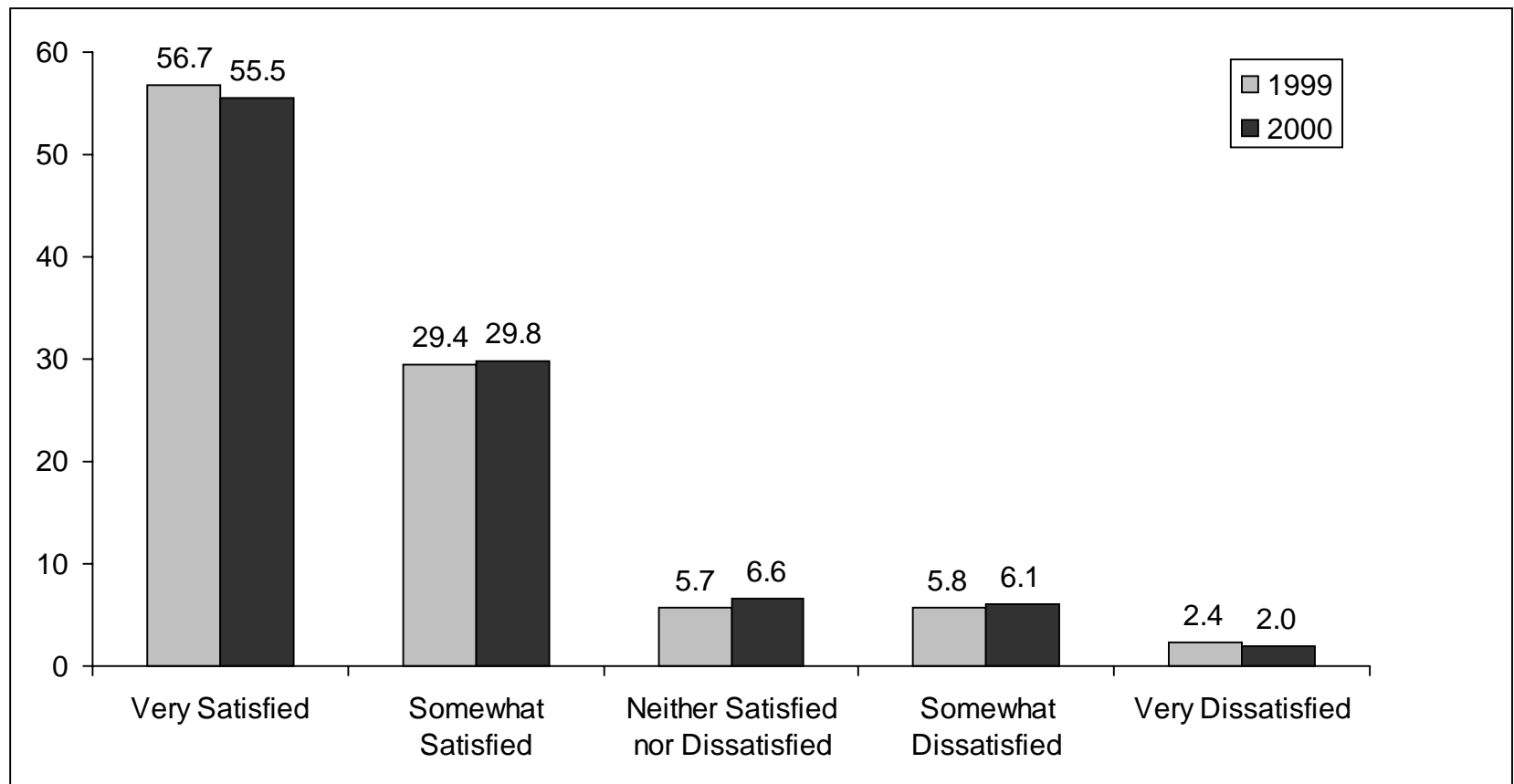
# Respondent Characteristics by Satisfaction with Rehabilitation Phase



- The majority of the respondents were male (79.8 percent), and the vast majority were between the ages of 25-54 (91.5 percent).
- Women seem to be slightly more satisfied with the rehabilitation phase than men (87.8 percent vs. 84.6 percent).
- There also seems to be a slight relationship between age and overall satisfaction. As age increases, satisfaction with the phase decreases slightly, from 93.5 percent for 18 to 24 year-olds to 81.3 percent for those aged 65 or older.

# *Satisfaction with Rehabilitation Phase*

## **Overall Satisfaction with Rehabilitation Phase, 1999-2000**



There were no significant differences in overall satisfaction with the rehabilitation phase from 1999 to 2000. The percent of those very or somewhat satisfied stayed at roughly 85 percent, and those very or somewhat dissatisfied stayed at roughly 8 percent.



# *Satisfaction with Rehabilitation Phase*

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## Introduction to Quadrant Analysis

Quadrant analysis is a useful tool in determining which individual performance areas need improvement in order to raise the overall quality of service. The analysis involves determining the importance of individual performance areas (how meaningful an area is to the veteran) and VA's performance in each area. Generally, items with high importance but relatively low performance are those which deserve immediate attention.

Each of the twenty-seven variables represented in the Quadrant Analysis graph are plotted on the basis of:

- 1) **Importance:** a variable's correlation with the overall satisfaction with the particular phase
- 2) **Performance:** a variable's topbox percent (the percent of people who answered positively to the question).

Importance is measured by variable correlations with *overall satisfaction with the phase*. These correlations determine the degree to which variables are related to overall satisfaction. Zero indicates no correlation, and 1 indicates perfect correlation. The closer a variable's correlation (Importance) is to 1, the stronger that variable's relationship is with the overall satisfaction with the phase. *Variables that have stronger correlations are considered to have higher importance.*

Performance is measured by the percentage of respondents who responded positively to a performance item. Topbox percents represent how well VA is performing within a given area (for example, the percent who received all or most of the information they needed from their contact with the counselor). *The higher the percent, the better VA is performing.*

The quadrant analysis is divided into four quadrants (sections) based on the following combinations of the plotted location of a variable:

**Quadrant I: Critical Improvement Areas (high importance, low performance)**

**Quadrant II: Maintain Relationship Building Variables (high importance, high performance)**

**Quadrant III: Lower Return on High Performance (low importance, high performance)**

**Quadrant IV: Lower Return on Investment (low importance, low performance)**

The horizontal line in the plot represents importance and is placed at .50, which indicates relatively high correlation. The vertical line represents performance and is placed at 75.0 percent. The quadrant lines can be moved up or down, left or right, to include more or fewer items in each quadrant. The plotted numbers within each section of the graph correspond with the performance items listed below. These numbers also refer to the question numbers used in the

questionnaire.

# *Satisfaction with Rehabilitation Phase*

## Items in Quadrant Analysis

**Quadrant I** contains three (3) items on which VA is not performing as well as it could be, but which significantly impacts veterans' satisfaction with the rehabilitation phase:

- Question 16 Counselor gives good information and advice
- Question 18 Counselor has provided assistance according to respondent's individual needs
- Question 23 Counselor is responsive to needs

**Quadrant IV** contains twelve (12) items on which VA is not performing as well as it could, but which are also not considered to have as great an impact on overall satisfaction as other items. There is a lower return on investment in these items, but, given resources, improvement could be sought:

- Question 10 Respondent had no difficulty obtaining any of the rehabilitation benefits
- Question 13 Never had to borrow or pay out-of-pocket expenses to obtain needed supplies or benefits because VA did not provide them when needed
- Question 19 Reasons for decisions counselor makes regarding respondent's particular program are clearly explained
- Question 20 Counselor shows a caring and compassionate attitude toward respondent
- Question 21 Counselor shows a genuine interest in respondent's progress
- Question 24 Counselor listens to respondent's feelings and concerns
- Question 25 Counselor is available when needed
- Question 26 Counselor helps respondent focus on employment goal
- Question 29 Got all or most of needed information from meetings with counselor
- Question 34 Got all or most of needed information from primary method of contact with counselor
- Question 35 Able to get needed information on first call or contact
- Question 39 Very or somewhat easy to get information from VR&E program

**Quadrant II** contains one (1) item on which VA is performing well and which are important to overall satisfaction. VA should maintain current practices and resources for these items so that performance does not decline and negatively affect satisfaction.

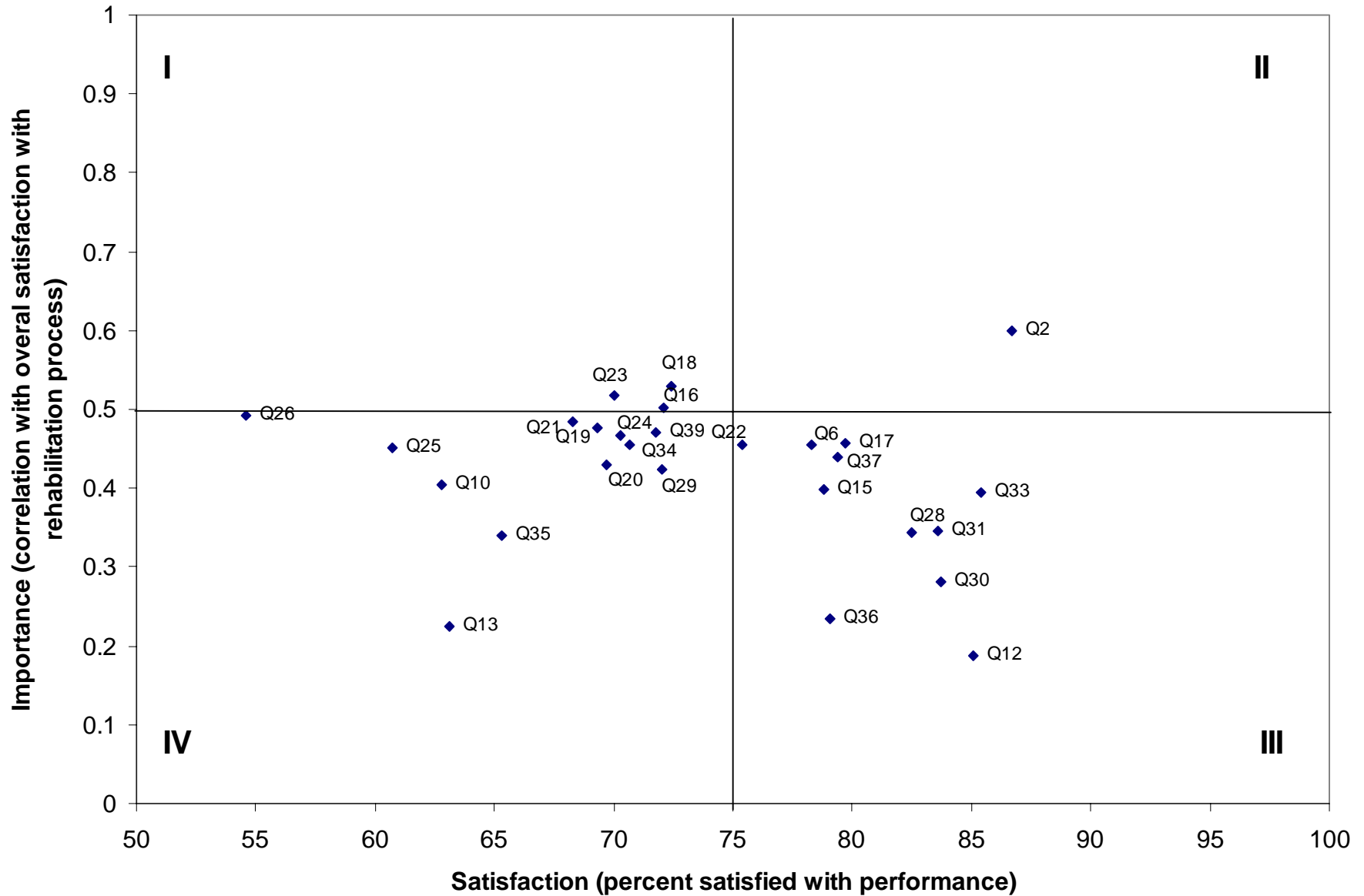
- Question 2 Very or somewhat satisfied with rehabilitation goal

**Quadrant III** contains eleven (11) items on which VA is performing well but which, while important to overall satisfaction, do not have as great an impact as other items:

- Question 6 Counselor completely or mostly explained all benefits and services available during rehabilitation program
- Question 12 Never had to borrow or pay unexpected out-of-pocket expenses in order to enroll or stay enrolled in training or education because VA did not provide payments on time
- Question 15 Respondent has clear understanding of respective responsibilities of himself and his counselor
- Question 17 Counselor is knowledgeable regarding VA's vocational rehabilitation program
- Question 22 Counselor has a communication style that is easy to understand
- Question 28 Number and length of meetings with counselor adequate to meet respondent's counseling needs
- Question 30 Location of meetings was very or somewhat convenient
- Question 31 Time scheduled for meetings was very or somewhat convenient
- Question 33 Counselor was very or somewhat responsive to respondent's primary method of contact
- Question 36 Respondent was able to access voice mail and have counselor return call
- Question 37 Counselor fully addresses all questions, concerns and complaints

# *Satisfaction with Rehabilitation Phase*

## Quadrant Analysis



# *Satisfaction with Rehabilitation Phase*

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## **Predictors of Satisfaction with Rehabilitation Phase (Logistic Regression)**

Logistic regression is a statistical procedure used to predict the likelihood that an event will occur. The object is to use information from several predictor variables (or, independent variables) to determine which of those variables can correctly predict responses on a dependent variable, this means that by improving performance in certain individual service areas, there is a definite likelihood that we will increase a veteran's satisfaction with the overall process. The logistic regression model tells us which predictor variables relate with the dependent variable and which have the strongest influence.

The logistic regression model presented here used *satisfaction with the rehabilitation phase* as the dependent variable. The responses to this variable were dichotomized into either *satisfied* (responses of very or somewhat satisfied) and *not satisfied* (responses of neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied). Four (4) independent variables were used in this model:

- 1) How satisfied are you with the rehabilitation goal you and your counselor selected?
- 2) Your counselor gives you good information and advice.
- 3) Does your counselor fully address all your questions, concerns, or complaints?
- 4) In general, how easy was it for you to obtain information from the VR&E program?

Variables in the logistic regression summary table on the next page are presented with their respective **odds ratio statistics** and are **listed in order of predictive strength**. Odds ratios estimate how much more likely an individual is to end up in the group we are trying to predict (satisfaction) than in the other group (dissatisfaction). For example, veterans who felt their counselor gave them good information and advice were 2.7 times more likely to be satisfied than veterans who feel that their counselor did not give them good information and advice.

The logistic regression summary table also includes a **percent correctly classified as either satisfied or dissatisfied**. This percentage summarizes the "fit" between the actual and predicted classifications of satisfaction/dissatisfaction. The logistic regression procedure uses information from each of the predictor variables in a model and classifies individuals into one of the two target groups (satisfied or not satisfied). It then looks at how each individual was actually classified (how each respondent actually responded) and compares its prediction of a response with the actual response. The closer this percentage is to 100, the more accurate the model is in predicting satisfaction/dissatisfaction

# Satisfaction with Rehabilitation Phase

## Predictors of Satisfaction with Rehabilitation Phase (Logistic Regression)

- In order to improve veterans' satisfaction with the handling of their claims, one would want to focus on these four issues, starting with the first (which had the greatest influence) and working through the last (which, taking into consideration the other three variables, had the smallest influence on satisfaction with the phase).*

- Considering the effects of all four predictor variables,

**satisfaction with the rehabilitation goal** was the

strongest predictor of satisfaction with the rehabilitation phase. Veterans who were very or somewhat satisfied with the rehabilitation goal selected were over 7 times more likely to be satisfied with the rehabilitation phase than veterans who were not satisfied with their goal.

- Respondents who thought their counselor gave them good information and advice were over 2 times more likely to be satisfied with their rehabilitation than those who did not feel they were given good advice.

Predictor Variable	Odds Ratio
Respondent very or somewhat satisfied with rehabilitation goal selected	7.47
Counselor gives good information and advice	2.73
Respondent felt it was very or somewhat easy to obtain information from VR&E program	2.30
Counselor fully addressed all questions, concerns or complaints	2.13

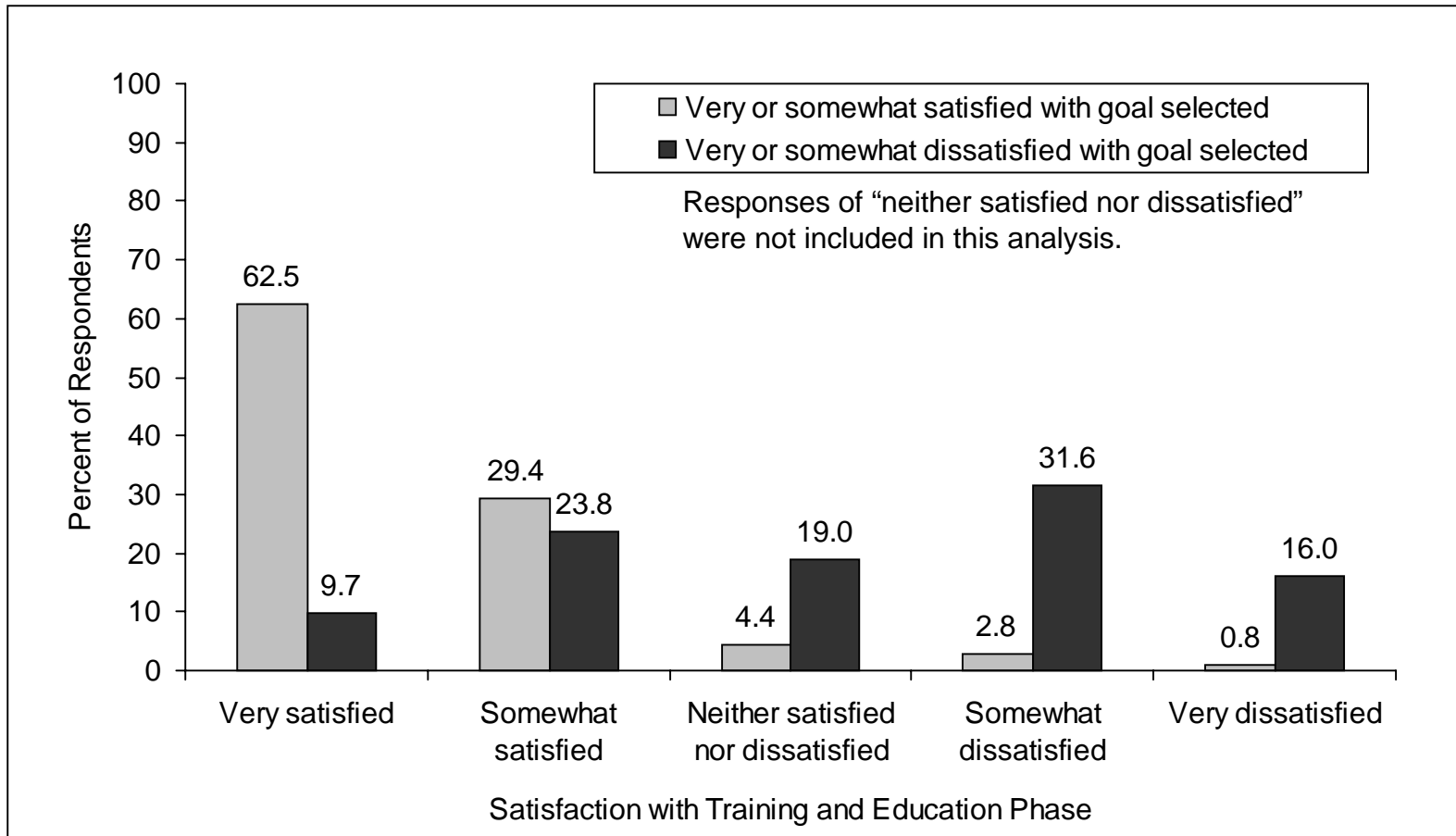
**Percent correctly classified as either satisfied or dissatisfied: 89.0%**

**Number of cases included in this analysis: 3,254**

- Respondents who felt it was very or somewhat easy to obtain information from the VR&E program were also over 2 times more likely to be satisfied with the rehabilitation phase than those who found it difficult to obtain information.
- Veterans who had their questions fully addressed by their counselor were 2 times more likely to be satisfied with the rehabilitation phase than veterans who had questions that their counselor was not able to fully address.

# *Influences on Overall Satisfaction with Rehabilitation*

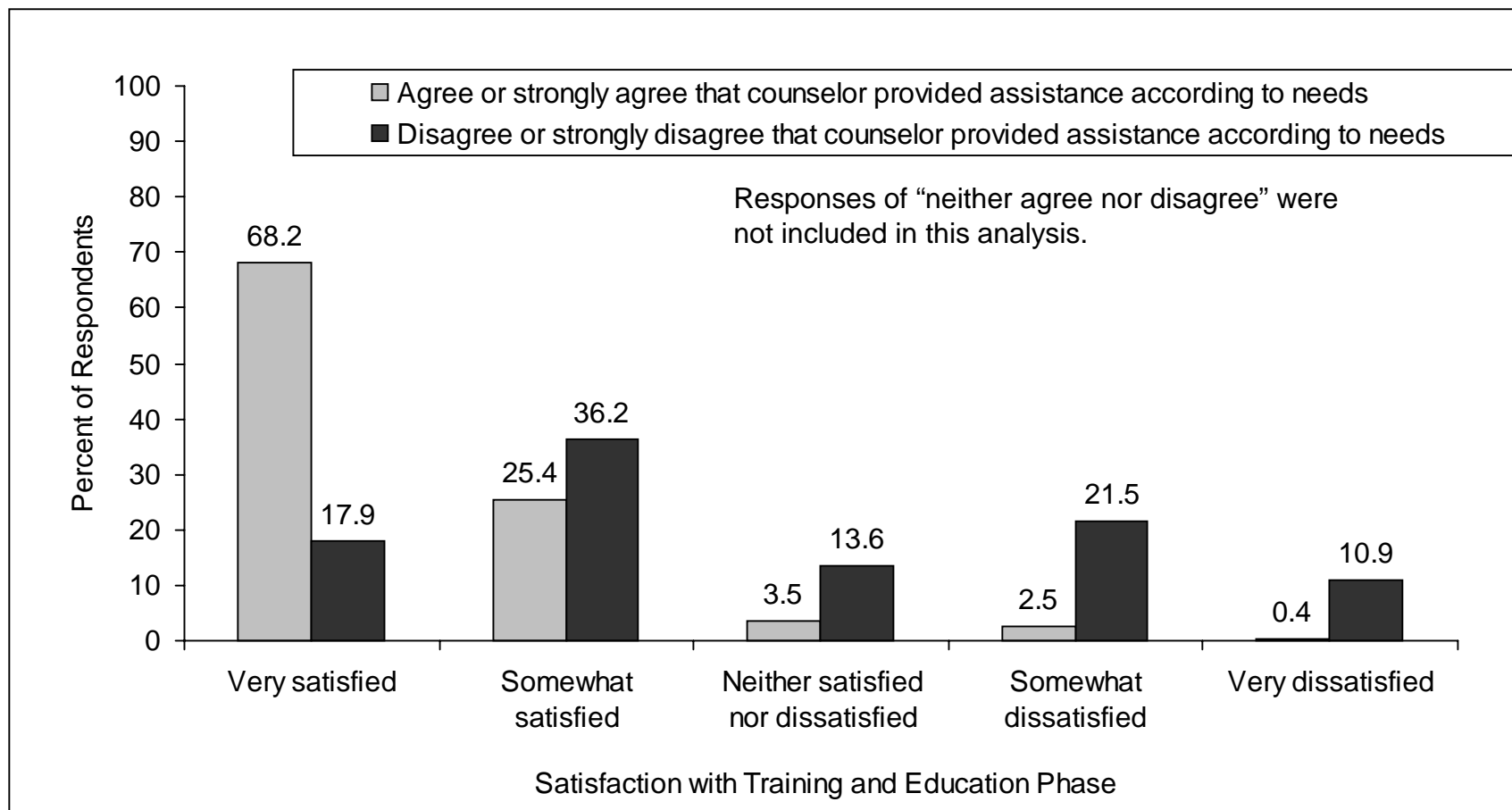
## **Overall Satisfaction with Training and Education Phase by Satisfaction with Rehabilitation Goal Respondent and Counselor Selected**



Satisfaction with the rehabilitation goal selected is very important to overall satisfaction with the rehabilitation phase. Nine out of ten respondents (91.9 percent) who were very or somewhat satisfied with the rehabilitation goal selected were also very or somewhat satisfied with the rehabilitation phase vs. only 33.5 percent of those who were very or somewhat dissatisfied with the rehabilitation goal selected.

# ***Influences on Overall Satisfaction with Rehabilitation***

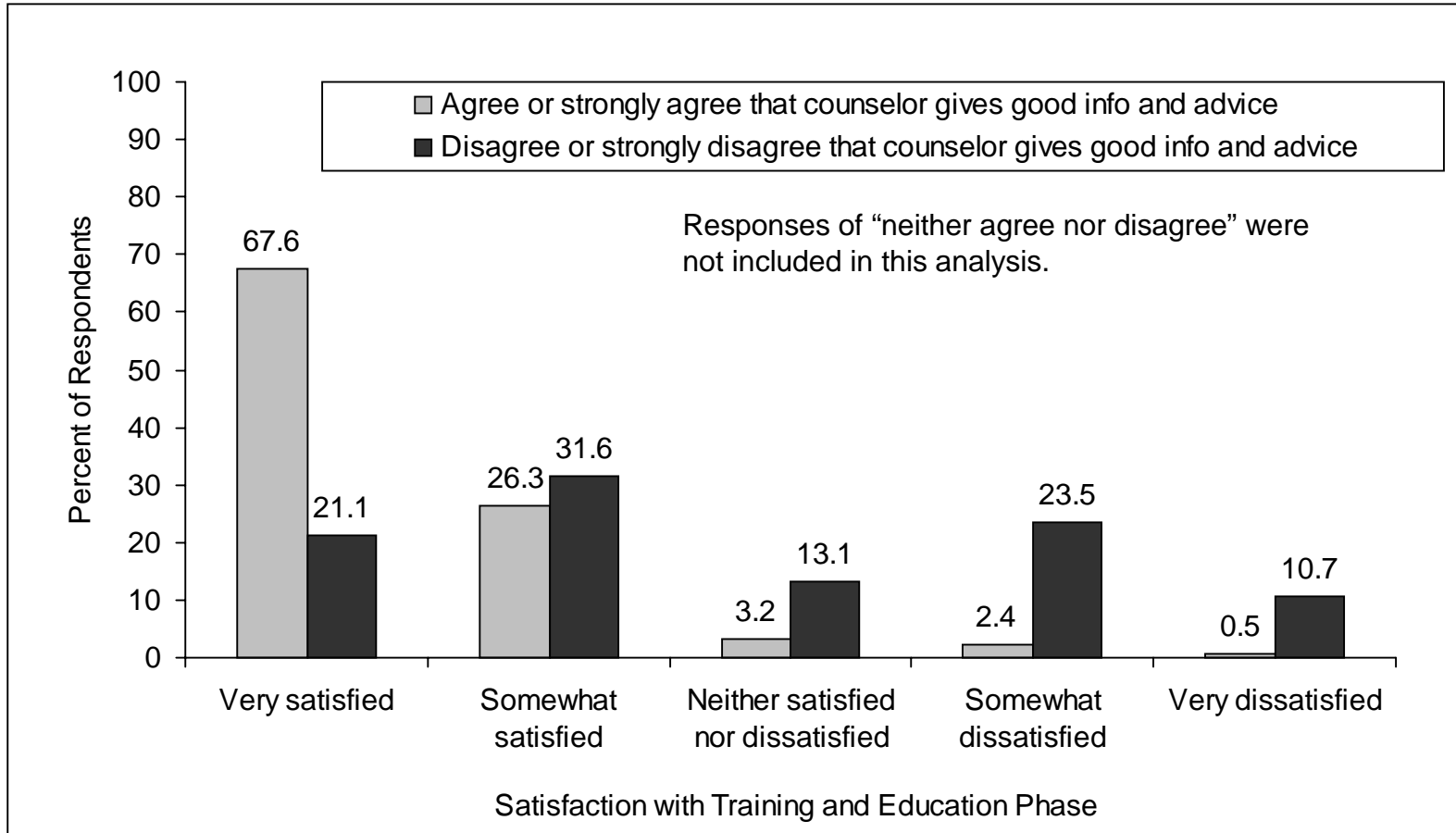
## **Overall Satisfaction with Training and Education Phase by Whether Respondents Agree that Counselor Provided Assistance According to Their Individual Needs**



Over two-thirds (68.2 percent) of respondents who thought their counselor provided individualized assistance were very satisfied, compared to only 17.9 percent of those who did not feel they received individualized assistance.

# *Influences on Overall Satisfaction with Rehabilitation*

## **Overall Satisfaction with Training and Education Phase by Whether Respondents Agree that Counselor Gives Good Information and Advice**

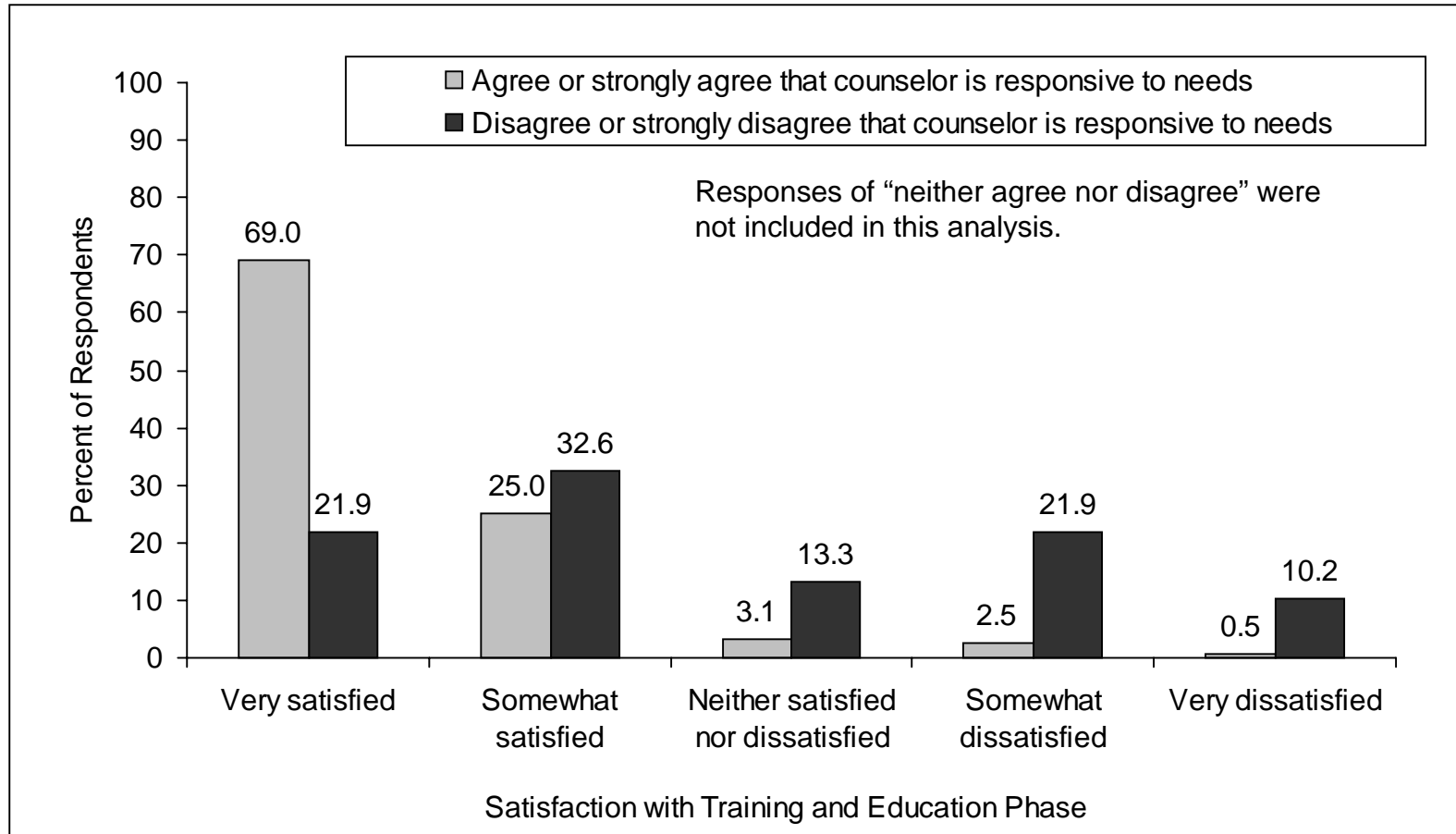


The vast majority (93.9 percent) of those respondents who thought their counselor gave them good information and advice were very or somewhat satisfied with their rehabilitation phase vs. just over half (52.7 percent) of those who did not feel they received good information and advice.



# ***Influences on Overall Satisfaction with Rehabilitation***

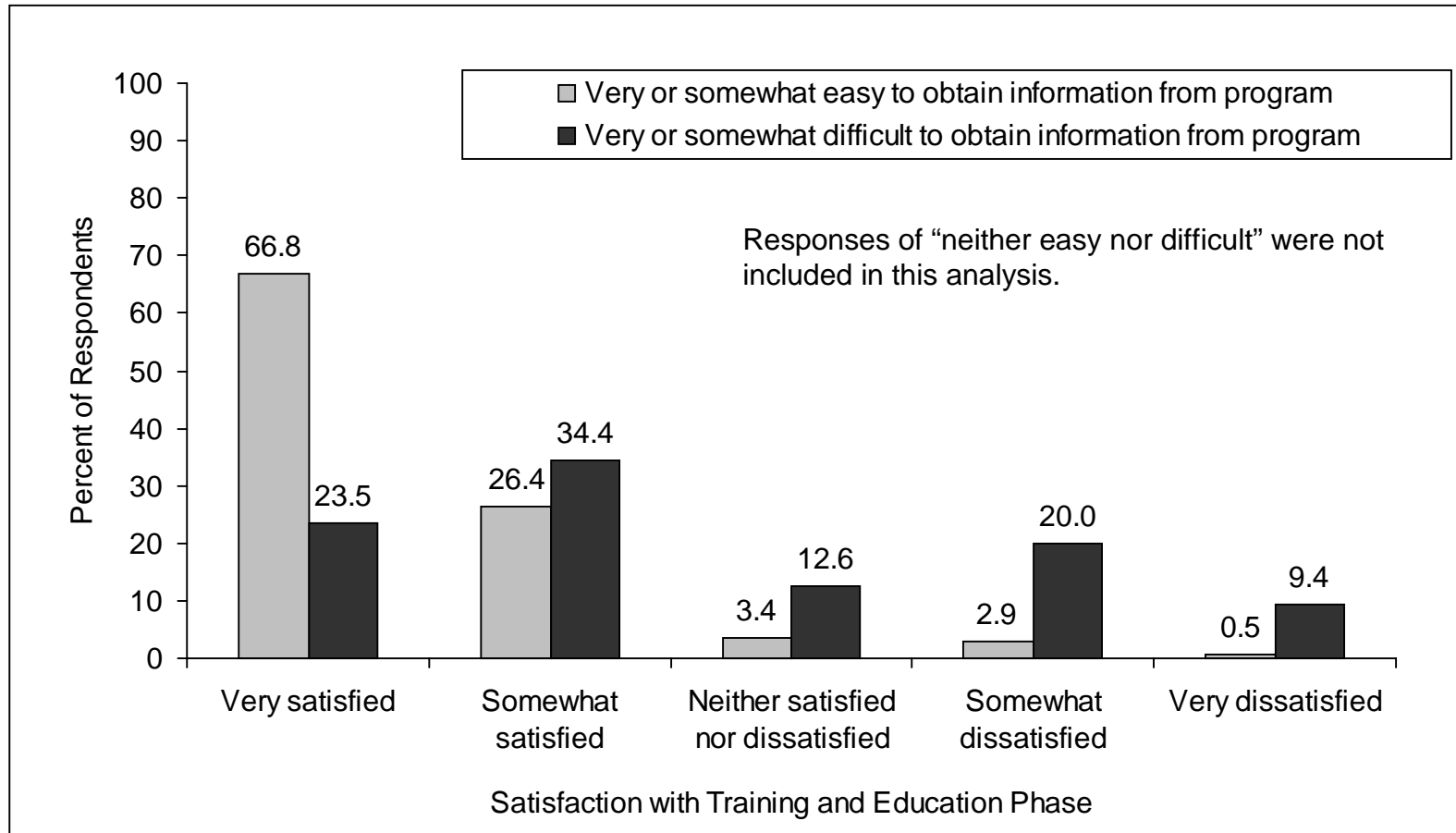
## **Overall Satisfaction with Training and Education Phase by Whether Respondents Agree that Counselor is Responsive to Their Needs**



A full 94 percent of those who thought their counselor was responsive to their needs were very or somewhat satisfied with the rehabilitation phase, showing again the strong relationship between the quality of the counselor and overall satisfaction with the phase.

# *Influences on Overall Satisfaction with Rehabilitation*

## Overall Satisfaction with Training and Education Phase by Ease of Obtaining Information from VR&E Program



Finally, the ease of obtaining information from the program also has a relationship to overall satisfaction with the phase. Two-thirds of respondents who thought it was very or somewhat easy to get information from VR&E were **very** satisfied with the rehabilitation phase, compared to only 23.5 percent of those who thought it was very or somewhat difficult to obtain information.

# ***Appendix A: National and SDN Performance Trends on Selected Issues***

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This Appendix provides national and SDN statistics on all of the questions relating to VR&E performance from the *Survey of Veterans Satisfaction with Vocational Rehabilitation and Employment Process, Training and Rehabilitation Phase*, for 1999 and 2000. National and SDN statistics in 2000 were compared with 1999 statistics to identify differences between the two years on key customer satisfaction issues. Significant differences between 1999 and 2000 performance are **bolded** and *italicized*. All other differences (those not bolded and italicized) are due to sampling variability and should not be interpreted as true differences.

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q2 Very or somewhat satisfied with rehabilitation goal selected										
1999	86.1	88.5	87.2	83.5	89.9	87.5	88.0	87.1	82.3	81.9
2000	86.7	89.9	86.5	84.5	88.3	85.5	87.3	86.4	85.0	<b>87.5</b>
Q6 Counselor completely or mostly explained benefits and services available during rehabilitation program										
1999	77.7	81.4	80.7	73.2	79.1	81.4	80.1	81.0	69.4	74.4
2000	78.3	85.9	78.8	75.3	80.2	76.7	78.1	78.8	71.9	<b>81.5</b>
Q10 Had no difficulty obtaining rehabilitation benefits										
1999	63.1	65.2	66.7	58.1	67.8	60.9	69.1	65.2	58.8	55.9
2000	62.8	67.2	65.3	60.3	67.9	57.0	65.0	65.6	57.8	58.6
Q12 Never had to borrow or pay out-of-pocket expenses in order to enroll or stay enrolled in training or education because VA did not provide payments on time										
1999	86.0	82.4	87.2	88.2	90.2	84.1	87.3	87.5	83.9	81.5
2000	85.1	84.8	82.4	86.0	89.1	86.7	85.0	86.2	84.8	80.1
Q13 Never had to borrow or pay out-of-pocket expenses in order to obtain needed supplies or benefits because VA did not provide them when needed										
1999	62.4	63.9	62.4	59.7	69.9	59.7	66.1	64.0	55.7	59.6
2000	63.1	67.0	64.8	60.6	67.6	63.6	<b>58.8</b>	66.1	61.6	58.2
Q15 Respondent has clear understanding of respective responsibilities of themselves and their counselor										
1999	78.8	80.7	81.9	74.9	78.7	80.9	81.6	81.8	74.1	75.1
2000	78.8	85.1	82.0	78.8	81.8	77.9	75.9	78.1	71.6	80.0

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q16 Respondent strongly agrees or agrees that counselor gives them good information and advice										
1999	72.7	72.5	75.9	69.3	73.9	74.0	77.6	75.4	66.2	69.1
2000	72.1	<b>79.5</b>	75.8	69.1	75.5	68.3	74.6	70.6	65.2	72.2
Q17 Respondent strongly agrees or agrees that counselor is knowledgeable regarding VA's voc rehab program										
1999	80.6	81.8	83.1	74.2	81.7	84.3	84.8	83.2	75.7	76.9
2000	79.7	<b>88.5</b>	84.2	73.7	81.1	<b>77.7</b>	81.5	79.1	75.7	78.2
Q18 Respondent strongly agrees or agrees that counselor provided assistance according to individual needs										
1999	71.8	74.1	73.8	68.4	73.0	75.3	74.9	74.2	66.3	67.6
2000	72.4	<b>81.9</b>	77.1	69.8	72.3	69.6	71.9	71.4	68.7	71.4
Q19 Respondent strongly agrees or agrees that counselor clearly explains all decisions made regarding program										
1999	71.2	74.7	75.2	65.7	75.9	73.5	74.1	70.1	64.2	68.4
2000	69.3	79.8	75.2	67.7	70.3	<b>65.8</b>	<b>66.8</b>	68.4	65.5	66.8
Q20 Respondent strongly agrees or agrees that counselor shows caring and compassionate attitude										
1999	70.9	72.7	74.7	64.7	71.3	71.8	77.6	70.4	68.3	67.2
2000	70.7	<b>80.6</b>	77.1	68.1	70.3	69.5	<b>68.8</b>	69.2	65.0	71.1
Q21 Respondent strongly agrees or agrees counselor shows genuine interest in their progress										
1999	69.4	70.4	73.2	63.0	69.9	70.5	77.9	67.2	66.8	66.2
2000	68.3	<b>76.9</b>	77.1	64.3	67.3	65.6	<b>67.5</b>	65.9	65.1	67.0

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q22 Respondent strongly agrees or agrees counselor has communication style that is easy to understand										
1999	76.7	77.6	79.6	71.5	78.0	78.2	82.7	75.7	71.8	75.4
2000	75.4	82.9	80.5	73.2	76.5	73.2	<b>76.6</b>	73.7	69.3	74.6
Q23 Respondent strongly agrees or agrees that counselor is responsive to their needs										
1999	70.4	71.6	72.3	66.9	70.3	74.9	75.0	70.5	66.4	66.6
2000	70.0	<b>78.9</b>	75.3	65.0	70.0	<b>66.1</b>	70.4	70.5	66.3	69.2
Q24 Respondent strongly agrees or agrees that counselor listens to their feelings and concerns										
1999	71.6	71.2	73.6	68.4	72.7	75.2	76.1	71.7	69.2	66.7
2000	70.3	77.2	75.2	68.5	71.0	<b>67.8</b>	70.7	68.9	65.2	69.7
Q25 Respondent strongly agrees or agrees that counselor is available when needed										
1999	62.9	62.7	65.9	61.2	65.9	61.5	65.2	62.6	58.0	62.7
2000	<b>60.7</b>	65.5	67.2	59.4	65.7	55.2	59.8	59.6	52.9	61.8
Q26 Respondent strongly agrees or agrees that counselor helps them focus on employment goal										
1999	54.5	54.7	57.7	51.0	56.0	53.6	62.0	52.6	51.1	51.3
2000	54.6	61.9	61.5	54.0	54.5	49.0	<b>54.8</b>	54.6	48.5	53.4
Q28 Number and length of in-person meetings with counselor is adequate to meet counseling needs										
1999	82.6	79.4	86.3	81.3	83.4	82.6	83.9	84.2	79.4	82.1
2000	82.5	<b>88.1</b>	85.2	82.7	83.2	<b>76.3</b>	82.4	83.3	81.3	81.6
Q29 Respondent got all or most of needed information from meetings										
1999	72.9	74.8	75.9	70.3	72.8	75.7	76.6	74.8	66.4	69.9
2000	72.0	81.2	75.5	70.0	70.3	<b>66.6</b>	72.4	76.0	67.0	72.2

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q30 Location of meetings was very or somewhat convenient										
1999	84.8	81.4	84.3	81.3	86.9	84.3	87.1	79.9	88.8	86.5
2000	83.7	83.1	87.8	81.1	85.8	79.3	88.1	81.0	<b>83.3</b>	82.6
Q31 Time for meetings was very or somewhat convenient										
1999	83.5	82.4	84.6	77.7	83.7	85.9	84.0	80.6	86.0	85.7
2000	83.6	86.5	85.5	81.7	84.8	<b>80.2</b>	81.5	84.5	82.7	85.4
Q33 Counselor was very or somewhat responsive to respondent's primary method of conduct										
1999	86.9	88.1	90.6	85.3	87.7	89.5	89.3	85.1	82.4	84.9
2000	85.4	90.4	<b>85.6</b>	85.9	91.0	<b>84.6</b>	85.6	82.5	78.5	86.4
Q34 Respondent got all or most of needed information from primary method of contact										
1999	72.4	73.9	75.1	68.4	74.8	74.5	77.3	70.9	65.9	71.5
2000	<b>69.7</b>	76.5	71.6	69.6	70.3	68.8	71.5	69.4	62.9	69.2
Q35 Respondent able to get needed information on first call or contact										
1999	67.3	64.1	71.1	63.7	73.1	66.1	68.1	67.0	64.2	67.5
2000	65.3	68.9	66.0	65.3	70.5	61.6	64.9	67.4	62.1	61.0
Q36 Respondent able to access counselor's voice mail and have call returned										
1999	80.2	82.9	85.3	77.4	75.9	80.1	82.0	73.8	83.5	80.4
2000	79.1	87.3	<b>79.6</b>	79.3	79.9	<b>73.1</b>	77.0	73.8	81.0	83.4
Q37 Counselor fully addresses all questions, concerns and complaints										
1999	81.1	81.6	83.2	75.5	83.7	84.6	86.2	81.2	76.6	77.7
2000	79.4	85.9	82.4	79.6	81.2	<b>75.5</b>	<b>78.9</b>	78.3	76.6	78.1

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q39 Very or somewhat easy to obtain information from VR&E program										
1999	72.7	73.3	75.1	68.4	75.8	74.4	77.1	74.2	64.9	71.6
2000	71.8	<b>81.4</b>	76.6	69.0	73.8	<b>68.2</b>	<b>68.8</b>	72.2	66.8	71.7
Q45 Respondent feels that VA VR&E program has treated them as an individual, not just a case to be managed										
1999	75.0	77.1	78.3	68.1	75.7	76.2	82.3	77.3	67.4	73.3
2000	76.4	<b>84.9</b>	79.8	<b>74.6</b>	77.1	74.2	77.5	75.4	69.7	76.8
Q46 Rehabilitation process reflected courtesy, compassion and respect due a veteran of the United States										
1999	79.8	81.5	82.4	74.3	81.1	82.4	83.2	81.5	73.3	79.2
2000	80.2	<b>89.1</b>	81.1	<b>80.4</b>	81.5	77.8	80.0	78.2	76.6	79.6
Q47 Respondent feels program is much better or better than expected										
1999	60.7	62.2	64.9	53.2	63.4	56.3	66.6	62.3	56.4	60.0
2000	60.9	68.7	64.0	56.5	61.1	58.9	62.3	61.4	56.7	61.0
Q48 Respondents feel program has met their training or educational needs much better or better than expected										
1999	60.4	61.7	61.8	57.5	61.2	58.8	67.7	59.2	57.8	57.8
2000	60.8	67.9	65.1	56.9	60.3	59.1	62.0	60.3	57.9	60.0
Q53 Respondent is very or somewhat satisfied with training and education phase of their plan										
1999	86.1	86.8	86.0	83.4	88.4	86.9	89.2	87.6	83.1	83.3
2000	85.3	89.4	85.3	84.9	84.1	85.6	87.1	85.4	83.0	83.8
Q54 Respondent would recommend the program to other disabled veterans										
1999	96.3	97.8	97.2	96.0	97.9	96.8	96.8	97.4	93.4	94.0
2000	96.9	98.0	97.9	96.7	95.6	97.7	97.3	96.9	96.3	96.1